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ABSTRACT

The 1974 National Conference for Librarians for the Blind and Physically Handicapped was held May 13-16 in Washington, D.C. This report summarizes and answers the questions raised there on such topics as: (1) regulations on the use of materials; (2) copyright, free mailing privileges, and general postal regulations; (3) procurement, distribution, and technical aspects of machinery; and (4) communications within the Division for the Blind and Physically Handicapped of the Library of Congress. Also included are summaries of the conference workshops on volunteer recordings, responsibilities and expectations within the framework and the division, cassette duplication, and braille producers. (SL)

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REPORT

ON QUESTIONS RAISED AT

THE 1974 NATIONAL CONFERENCE OF LIBRARIANS

FOR THE BLIND AND PHYSICALLY HANDICAPPED

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Prepared by the Staff of the

Division for the Blind and Physically Handicapped
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INTRODUCTION

The following is a report on questions raised at the 1974 National Conference of Librarians for the Blind and Physically Handicapped, which was held May 13-16 at the Hotel Burlington in Washington, D.C. Also included as appendixes are a list of conference participants and brief summaries of the proceedings of various workshops conducted in conjunction with the conference.

It is hoped the report will serve not only as a useful summary of questions and answers discussed at the conference, but also as the basis for the 1976 conference. Questions included in this report were taken directly from the official transcripts of the proceedings. A complete copy of the conference transcripts was sent to each regional library.

The Division for the Blind and Physically Handicapped welcomes comments and suggestions concerning this report.

ADMINISTRATION

ORGANIZATION:

DBPH Delegation of Authority

Conference participants voiced concern that more authority for decision making be delegated at the division and that DBPH communicate its internal chain-of-command to the network.

> Appropriate delegation of authority does exist at the division. If, for example, the chief is not at the division, the assistant chief becomes acting chief. If both the assistant chief and the chief are absent, then a member of the division's administrative council is designated acting chief. The division's Reference Section will incorporate into the Manual for Regional Librarians an organization chart detailing the responsibilities of each section and office.

Utilization of State Library Agencies

The recommendation was advanced that DBPH utilize the state library network by implementing programs through the state library agencies.

> DBPH cannot see in the immediate future any dissolution of the structure already built. We do want to work with state library agencies and other appropriate bodies in an effort to devise a network and system that is ideal, but we must operate within the existing environment. Our task is to coordinate, implement, plan, etc. This we are doing. We will continue to work in a responsible and reasonable way, which is based both on future plans as well as past commitments.

POLICY AND PROCEDURES:

Recommendation to Update the Policy and Procedures Manual

Librarians strongly urged that the division's Policy and Operating Procedures Manual be updated and that library memos be coded, wherever possible, according to the section(s) in the manual to which they relate.

Sections of the manual have been recently updated and will be distributed to the network immediately following the division's reorganization. There is also a new format for memos sent to the network. When information given in the new Network Bulletin relates to the manual, a reference will be given on the face of the bulletin citing the filing position in the manual.

Library Participation in Policy Changes

It has always been, and will continue to be, the policy of the division to solicit and encourage active participation by regional librarians when making major policy changes that would affect the network.

Card Catalog Reference Service

The Midlands region suggested that libraries be furnished with the name of a library technician who could check the card catalog and give a quick answer to questions asked by persons calling the division.

When calling DBPH on the WATS line, unless there is a need to speak to a specific staff member, the caller should state the name of the section or unit he is trying to reach, giving a brief explanation of the question he wants answered. A competent staff member will then be assigned to respond.

Consultants

A division representative will attempt to visit each cooperating library at least once a year and the regional libraries will be notified whenever DBPH staff members are visiting their service area.

Orientation of Regional Librarians

Could some provision be made to get every new regional librarian to the division for an orientation program?

It is the policy of the division to encourage all network professional staff members to undergo a 3-day orientation after they have worked about 6 months at a library serving the blind and physically handicapped. Travel and per diem expenses for this orientation cannot be paid by the division.

PLANNING AND DEVELOPMENT:

Calendar of Deadlines

Many librarians felt that DBPH should provide regional libraries with a calendar of deadlines telling them when their various reports are due at the division. DBPH agrees, and the Reference Section has been asked to compile the document.

Establishment of Foreign Language Section

DBPH recognizes the growing need for the acquisition of foreign language materials and is giving careful consideration to the possibility of eventually establishing a foreign language section within the division.

Music Services

Participants asked that the division continue to pay close attention to its music program and that DBPH recruit a musician/librarian possessing the highest credentials to replace the recently retired supervisor of the music program.

> DBPH will continue to closely monitor and support the music program's development. Under the reorganization, the music unit has been reclassified as a section and one additional position, assistant head/music reference librarian, has been created.
>
> The vacated supervisory position was advertised in the New York Times and other appropriate journals in order to solicit applications from the best qualified individuals. In September the search was completed, and Mr. Eyler Coates was appointed to the position.

Standards for Subregionals

How do subregionals compare with one another? Could a set of guidelines or standards be developed?

> Guidelines and standards for subregional libraries are being developed and will follow the same pattern of network consultation that the Machine Lending Agency

Agreement has undergone. In addition, the Reference Section will continue to survey the network and will issue comparative data reports.

Subregional Establishment

The question was asked, "Why did it take 3 months to approve one of the subregionals set up in the Southern conference?"

Conversations following the conference indicated that there was some confusion over the use of the term "approval." Approval was given within 13 days of the formal request. This was verified by a check with our telephone log. The books were shipped to the subregional in question within the 90-day time limit allotted for the establishment of subregional libraries.

Network Space Limitations

DBPH has and will continue to take into consideration space limitations at regional and subregional libraries when planning for future growth. Space limitation was one reason for the establishment of the multistate service centers and for the decision to convert to 15/16, 4-track cassettes.

Network Systems Study

Some participants asked that the division conduct a study of regional libraries to determine the workload and staffing requirements necessary to keep the program running as smoothly as possible.

Consideration of such a study is now in the early stages; the division is investigating the possibility of expanding the responsibilities of our program specialists to include the tasks of conducting such studies.

Proliferation of Surveys

In order to avoid having to answer multiple surveys, could DBPH develop one fully comprehensive survey based on input from the field?

There should not be duplication of surveys, but the division will need the cooperation of the network to prevent this. All network participants are urged to check with the Reference Section when statistical information is needed. If necessary information is not available, we can, perhaps, arrange to collect it.

DBPH will examine the possibility of developing one good general survey and, if the idea seems feasible, will consult with the regional and subregional libraries as to their specific needs.

Tape Volunteer Manual

It was recommended that a tape manual be produced for volunteers that would specify standard elements that are to be recorded on tapes (page numbers, indexes, etc.). DBPH feels this is an excellent suggestion, and the new Volunteer Utilization Section is currently in the process of preparing such a manual.

Statistical Gathering Plan

Once the division's proposed reorganization becomes a reality, a staff member will be given the task of evaluating all current efforts of collecting statistics for the division with an aim toward developing a meaningful statistical gathering plan.

Conference on Computers

The Eastern region thought it would be a good idea if DBPH held a special conference on the projected automation of the division's bibliographic system. DBPH agrees and welcomes suggestions from the field.

1976 National Conference of Librarians

Regarding the numerous recommendations put forth concerning the agenda of the 1976 National Conference of Librarians, the division will appoint a chairperson for this conference within the next 12 months, and all suggestions will be given careful consideration in the planning of the 1976 program.

READING MATERIALS

BOOKS AND MAGAZINES:

Submasters of RD Materials

Will DBPH provide regional and subregional libraries with submasters of RD materials?

> Although the division would like to be able to provide libraries with submasters of RD materials, the cost of doing so is prohibitive. Most libraries suffer from space limitations and probably would not want a submaster of every book anyway. DBPH has instead decided to provide multistate centers with submasters; hopefully this will decrease shortages.
>
> It is possible, however, that at some future point we will be able to provide submasters of RD materials to libraries on a selected basis. Should a selective approach prove feasible, the division's future automated control system will aid considerably in the tabulation and filling of requests for specific submasters from librarians.

CB Materials

Conference participants were discouraged by the small number of cassette books that have been produced, and they were concerned that they would not be able to meet the increased demand for CB materials once the new cassette machines were distributed to the field.

> DBPH is doing everything possible to insure that a sufficient supply of CB materials are available to meet the anticipated demand created by the distribution of the new cassette machines.
>
> The division does not plan to send libraries open-reel submasters of cassette magazines, just the cassettes. According to DBPH surveys, most of the libraries that are duplicating materials have a cassette-to-cassette capability, and the cassette copy of the magazine will therefore be sufficient to produce any additional copies that may be required.

Book Quotas

Unanimous approval was voiced by the Northeast regional librarians of the new automated book-quota selection system currently being planned by the division. Under the proposed system, libraries will be assigned a total-number-of-copies quota each fiscal year. Operating within the limits of this quota, they will then be permitted to select the quantity of each book from a weekly book list provided by the division.

> Planning, analysis, and programming of the proposed system have been completed, and once in-house and field tests have been successfully concluded, the system will be operational.
>
> As an intermediate step in improving our book-quota procedures, the division will include the name of the producer, when available, on its monthly Book Selection List. Regional libraries may then write directly to the producer and request additional copies be added, at the regional libraries' expense, to the original DBPH order.

Excess and Redistribution Program

It was suggested that the excess and redistribution lists exclude all entries for TB numbers below 2000 and that DBPH attempt to acquire these numbers.

> The division feels that titles in this group continue to be of vital importance to the program and should not be eliminated. The group represents approximately 25 percent of all titles available to readers, and the collection contains many standard school and public library titles that have not been reissued as higher numbered TBs/RDs or remastered onto cassette. If these materials were excluded from the excess and redistribution program, we would eliminate the only mechanism we have whereby network libraries can add many needed titles to their collections.

For the past 24 months, the division has attempted to acquire multiple copies of these titles through this program. Multi-state center contracts also mandate each center to house a minimum number of copies of these titles.

Conversion to 15/16 ips

Should the proposed production of 15/16 ips cassette books be postponed until there are enough machines in the field?

All cassette books ordered after July 1, 1974, will be produced at 15/16 ips. However, in order to determine the severity of the problem of shortages, the division sent a memo to the network on October 4, 1974, requesting information on the number of government- and reader-owned machines used in the program. Responses will be used to develop machine-assignment priorities.

By the time the first 250 15/16 ips cassettes are released, there will be 85,000 2-speed players in the field.

Editing of Reissue Material

On the subject of the reissue at 8 rpm of books originally produced at 16 rpm, it was pointed out that the phrase "this book is recorded on x records" has in some cases not been changed. In order to eliminate the possibility of such errors in the future, it is now clearly stated in the contractor's technical specifications that all books selected for conversion to different speeds will be edited for accuracy of content prior to publication.

Book Spine Information

Some librarians have asked that more information in braille be included on the spine of books. The division currently includes in braille the name of the author, the book title, volume number, and the Dewey number on all braille books and the title and number of records on all talking books. Before any additional information is added, the division would have to make certain, due to cost and space limitations, that the information requested is really necessary.

SELECTIONS:

Selection Policy Plan

Members of the Southern region expressed concern that many recommendations made by the Selection Policy Committee were not reflected in the official DBPH policy that was finally adopted. They felt that some appropriate subjects were not discussed in the published policy, and they questioned the usefulness of a policy that did not contain a firm implementation plan.

> It was the decision of the division to construct two separate plans: a selection policy plan as well as a plan for implementing it. The Selection Policy Plan has been officially accepted by DBPH and is now a part of the Regional Library Manual. As most of the committee's comments applied to implementation, their suggestions will be considered for inclusion in the division's projected Collection Development Plan.

Young Adult Selection Committee

The Eastern region recommended that a young adult selection committee be established to help in the development of young adult materials.

> Although the division agrees that this area of the collection needs improvement, rather than establishing a permanent standing committee, DBPH has decided to place concrete guidelines as to how to increase young adult materials in the future Collection Development Plan. Consultants and temporary committees will be used as needed. Experience has shown this approach to be more productive.

Book Requests

The network needs speedy replies from Collection Development to requests from readers for particular books. Speedy response would give regionals the opportunity to produce, in a timely manner, the books that the division is not picking up.

Collection Development is presently in the process of codifying its operating procedures. Once this task has been accomplished, the handling of book recommendations should be much more timely.

Magazine for Young Adults

Acting on numerous requests that DBPH provide young adults with a general interest magazine, the division is exploring the possibility of running a special Magazine-of-the-Month program for young adults. Under the present concept, each month for 1 year, the division would sponsor the production of a different young adult magazine. Of the 12 magazines selected, young adult readers will be given a chance to vote for the one they like best, and the winning magazine will then be adopted as the official young adult magazine for the program.

Production of Commercial Magazines

Should DBPH sponsor magazines that it cannot supply in sufficient quantity to serve all readers?

It is the policy of the division to contract for the production of braille and recorded books and magazines for the use of blind and physically handicapped readers when these materials are not readily available and as funds permit. Recorded books and magazines that are available from other sources may be provided to regional libraries in small quantities for limited-circulation purposes.

Among the magazines that are currently being provided for reference and limited circulation are Dialogue, U.S. News and World Report, Newsweek, and New Outlook for the Blind. Readers who need these magazines on a regular and timely basis should obtain their own personal subscriptions.

Foreign Language Braille Codes

A recommendation was made that DBPH acquire and add to its braille collection all foreign language braille codes. In response, the division is presently trying to identify and procure these codes.

ANNOUNCEMENTS:

Magazine and Book Annotations

There was a recommendation that there be two types of book annotations appearing in Talking Book Topics and Braille Book Review --- one for readers and one for librarians --- and that annotations contain more narrative, explaining what the book or magazine is about.

> It is the policy of the division to produce annotations that adequately serve the readers' needs. As for providing librarians with a separate annotation, it is assumed that library staffs will be informed and professional enough to review media discussing books that are selected for the program.

BIBLIOGRAPHIC CONTROL:

Automation: Progress Reports and Full Analytics

Conference participants showed lively interest in the progress being made in the division's efforts to automate and the effect automation will have on bibliographic control. Specifically, librarians wished to know whether full analytics would be a retrievable item from the national union catalog and asked if it would not be possible for the network to receive regular progress reports on the implementation of the projected bibliographic system. The Eastern region reiterated support for the program by asking that DBPH spend as much time as possible on the creation of the national union catalog.

> Generally speaking, full analytics will be a retrievable item in the projected DBPH bibliographic system. However, limitations will occur. In the case of collections or anthologies of numerous works, for example, only partial listings or identification of key items may be possible.
>
> The division plans to keep the network informed of developments in the projected system by supplying librarians with biweekly progress reports. DBPH expects to publish its first catalog of mass-produced items,

containing some 12,000 entries, by December 1975. We think the network will be pleased with the results.

Catalog Cards

Although the division has long recognized the fact that catalog cards often arrive much later than the books, we have not yet found a solution to the problem. We will continue looking.

INTERLIBRARY LOAN:

International Copyright Exchange

The division will continue to increase its program of exchanging reading materials with foreign libraries and will also investigate the possibilities of expanding copyright clearance to grant foreign libraries permission to reproduce our materials.

Interlibrary Loan Statement

Some objection was voiced to the division's interlibrary loan statement, particularly to the paragraph on interlibrary loan procedures that begins, "Regional libraries are responsible for total library service to blind and physically handicapped residents within their service area." It was felt that this was too strong a statement and that blind and physically handicapped persons should make use of their local libraries for services such as reference and information.

It is DBPH's goal that readers utilize the services of their local libraries whenever possible. The division feels, however, that it is the responsibility of the patron's regional library to encourage readers to do so and to make sure that in all respects they are afforded high quality library service.

READERS:

Who Can Borrow Materials from a Demonstration Program?

Can people who are blind but not registered with the library borrow books and a machine from a demonstration program?

No. Application forms for each borrower must be filled out and approved before any materials can be borrowed.

EQUIPMENT

PROCUREMENT AND DISTRIBUTION:

Rapid Procurement and Distribution of TB/CB Machines

Conference participants recommended that procurement of TB and CB machines be given top priority and that DBPH develop guidelines for the distribution of the new CB machines. Librarians also asked what they should do about readers who ask for both TB and CB machines. Could they count on Library of Congress support for unpopular decisions? Some librarians suggested that distribution of TB and CB machines be based on potential rather than actual current readership.

DBPH has given machine procurement top priority. This fiscal year contracts are being awarded about 6 months earlier than in previous years. Shortages of plastics and electronic equipment, however, continue to complicate the procedure.

Guidelines for the distribution of the new cassette machines are as follows: first priority, veterans; second priority, eligible readers who are waiting for either a talking-book or cassette machine and are therefore currently receiving no benefits from the program; third priority, current cassette readers and open-reel tape readers who are using their own equipment; fourth priority, all others, those on waiting lists, to be supplied on a first-come-first-served basis. In the final analysis, however, machine distribution has to be a shared responsibility. If it makes sense to issue a machine, issue the machine. DBPH will certainly support any decision made by the librarian.

As for the recommendation that machines be distributed on the basis of potential rather than current readership, the division disagrees. If this recommendation was implemented, those libraries that have demonstrated outreach initiative would suffer; those that have not, would benefit. The division is interested in maximum utilization of its equipment and will make every effort to ensure that readers in need of this equipment will obtain it.

Machine Accountability

When TB/CB machines were first sent out to the field, accountability was poor. Have things changed?

There is now, and will be in the future, accountability for all TB/CB machines. The responsibility for accountability is explicitly stated in paragraph F, sections 2-7, of the Machine Lending Agency Service Agreement.

DBPH Equipment: Who Can Use It?

Can machines be loaned and kept out on loan by people who do not use Library of Congress materials? Can anything be done to discourage commercial publishing companies from misleading readers about the use of our machines?

Persons eligible for a machine can get and keep one only as long as they are reading Library of Congress furnished magazines and/or books. Readers not receiving magazines are required to read at least one book a year.

A letter has been sent to the Talking Book Publishing Company instructing them to inform their readers that those using a Library of Congress talking-book machine must make use of DBPH materials in order to retain it.

TB/CB Machine Protection

In order to protect our equipment from being misplaced, it was suggested that DBPH have a plate affixed to all future TB and CB machines asking holders to return the machine to the Library of Congress if it is no longer in use.

> Inventory control of all equipment is being studied as a part of the automation effort at the division. Details such as machine identification and disposition will be worked out when appropriate.

Purchase of Personal TB/CB Machines

Can patrons purchase their own TB/CB machines?

> Although it is the aim of the DBPH program to provide every eligible reader with equipment on which to play our books, readers wishing to purchase their own equipment can obtain talking-book or cassette machines from the American Printing House for the Blind, 1839 Frankfort Ave., Louisville Kentucky 40206.

TECHNICAL ASPECTS:

Machine Improvements

Participants suggested several improvements for our TB/CB machines, including the addition of amplified ear plugs for deaf readers, the development of cassette machines with a recording capability, and the placement of cadmium batteries instead of flashlight batteries in cassette machines. They were pleased that the division is seeking new ways to eliminate cassette spillage.

> DBPH has investigated available sources for amplified ear plugs for our machines, but much of the equipment is very expensive and types vary widely. Because of this, we are reluctant to produce a standard connection set up, fearing that an individual's hearing appliance may be burnt out because of high-input levels. We will, however, continue to

investigate the possibility of producing equipment capable of helping individuals with hearing problems.

Future machines will have cadmium battery capability built in, but will not necessarily include the battery. Batteries will be made available as patrons need them.

As for producing cassette machines with a recording capability, this does not fall within the division's area of responsibility; we are not authorized by law to do this. Commercial recorders are available at reasonable prices.

Pretested Equipment: Reader Participation

Librarians felt that all equipment should be pretested by readers---whenever possible---before actual release to the field.

The division agrees, and all DBPH equipment is pretested by users. Tests are also conducted during production and throughout the lifetime of a piece of equipment.

15/16, 4-Track Equipment

A request was made that the division supply the network with more technical information on 15/16, 4-track cassettes. It was specifically requested that the division provide information on all new commercial makes and models of 15/16, 4-track cassette players and duplicators so that librarians could make their own evaluations.

There are no commercial sources for 15/16, 4-track equipment. These machines have been developed specifically for our program. Tests show the 15/16, 4-track cassette viable, and the division will continually work to eliminate any problems, if they develop.

Revision of CB Machine Instructions

Some librarians felt that the current cassette machine instruction tape goes into too much detail telling readers how to take the machines apart. They felt that this is not the type of information that most of our readers should have and that the division should revise the cassette instructions.

> The details given in the instructions involve the removal of the head/capstan-area cover plate. This area is most commonly involved in tape spillage. DBPH feels that readers should be provided this information in order to clear tape jams when they occur. No details are given on how to take the entire machine apart.

Pioneer Groups: Cassette Repair Work

Some pioneer centers repair cassettes, others do not. John Reiner from the division can make arrangements to get cassette repairs done. Librarians should contact Mr. Reiner if they are having difficulties with repairs.

Cassette Study Report

Could a study be done on reader acceptance of cassettes?

> A test is presently underway. Specifically, the division wants to determine ease of use and user acceptance of the 4-track cassette mode.

Machine Lending Agency Agreements

Librarians asked that both libraries and machine lending agencies be consulted about machine lending agency agreements prior to preparation of final documents. This has always been the policy of the division.

COMMUNICATIONS

INTERNAL:

Communications Among Division Personnel

It was recommended that communication among division personnel be improved. Participants cited examples of repeat calls on the same day from members of the division staff asking the same questions.

> This recommendation uncovers an area that has long been recognized as troublesome at the division. Human, interpersonal, intercommunication problems are easy to recognize but difficult to rectify. We are definitely trying to reduce their occurrence.

EXTERNAL:

Updating Publications and Exhibits

Concern was voiced for better exhibits, more posters and reference folders, and updating publications. Network librarians also asked that they be kept informed when publications become obsolete.

> By fall 1975, the Library of Congress will have produced a new portable exhibit and a new general brochure for the division's program. The general brochure will contain inserts on specific service areas in the program. Some of these areas are now appearing in separate brochures, such as Talking Books and Cerebral Palsy. Once coordination and production are completed, the network will be advised on a complete up-to-date package of handout materials.
>
> It is the aim of the division to try and keep all publications updated. We have just published a new Cassette Books catalog, which replaces the 1971 edition, as well as special combined issues of Talking Book Topics and Braille Book Review, both featuring a general index to all titles announced during 1974.

In addition, we are presently updating our Spanish-language, talking-book catalog, Libros Parlantes.

As for obsolete publications, it has been, and will continue to be, the policy of the division to notify the network when publications have been discontinued or should be discarded.

Children's Cumulative TB Catalog

Why not make the biennial children's catalog, Talking Books/Braille For Younger Readers, a cumulative catalog rather than a 2-year supplement?

Once the division's automated bibliographic control system is operational, we will be able to think realistically in terms of producing cumulative catalogs on a regular basis. Until then, 2-year supplements will have to suffice.

Communications via TBT and BBR

Can the division do a better job of communicating with readers via Talking Book Topics and Braille Book Review? Librarians claim that there are often inconsistencies between policies sent to the regional libraries and information published in the two magazines. They also complained that readers often receive information before the network.

Editorial procedures within the division are being tightened in order to avoid future inconsistencies. Attempts will also be made to supply the network with advance copies of the contents of future issues of TBT and BBR. In addition, the division will strive to advise the network through Network Bulletins of all appropriate information that it discovers is reaching the readers from outside sources.

Status of TBT/BBR Cumulative Catalogs and Bimonthly Issues

What is the status of the 1972-73 cumulative catalog and the bimonthly issues of TBT and BBR? Are back issues still available of the 1970-71 and the 1968-69 catalogs?

> The division resumed publication of the bimonthly print editions of Talking Book Topics and Braille Book Review with the January-February 1975 issues. Readers who are on the subscription lists should now be receiving these publications on a regular basis.
>
> All 1972-73 catalogs have been distributed. There are still copies of the 1970-71 and the 1968-69 catalogs available for those who may need them.

Memos: Too Many or Too Few?

The Southern regional indicated that they were receiving too many memos from the division, and the Midlands region indicated that they were not receiving enough.

> Obviously, there are contrasting views on the subject of memos, but the division will try to combine memos on the same subject, whenever possible.

Information Packets

One of the first tasks of the division's new Volunteer Utilization Section will be the development of several packets of information for use in recruiting volunteers. Work on the packets will begin once the division's reorganization has been completed.

Information on Multistate Service Centers

DBPH will continue to advise the entire network about developments with the multistate centers.

FREE MATTER:

Who Can Use Free Mail Privileges?

Can a person who is not registered with a regional library receive material under free matter? Can two organizations send printed materials relating to the blind and physically handicapped to each other under free matter?

It is not necessary for a blind or physically handicapped person to be registered with a regional library in order to take advantage of free-mailing privileges. The individual need only be unable to read normal or conventionally printed material.

Two organizations exchanging materials for the blind and physically handicapped may also take advantage of free-mailing privileges.

What Is Free Matter?

When mailing a regular book to a volunteer for transcription or recording, can the book be mailed free of charge? Can the Perkins braille-writer go free? Does the free mail provision include music?

A regular print book cannot be mailed free under the free-matter privileges granted to the blind and physically handicapped. Only materials printed in 14-point type or larger qualify. Printed materials need not be part of the Library of Congress program.

Musical sound recordings and educational devices, such as the Perkins braille-writer, can go free provided they also are specifically designated for the handicapped. Librarians having equipment mailing problems should contact the U.S. Postal Service, Washington, D.C. 20260.

Handwritten Materials

Is it true that if a blind or physically handicapped person cannot type he can write with a felt-tipped pen and mail items free?

Postal officials have interpreted the phrase in the regulations "14 point or larger sight-saving type" to include only printed or typed material. Writing or printing with felt-tipped pens, no matter how large, is unacceptable.

Free Matter: Insurance and Special Delivery

Participants asked whether materials that qualified as free matter could also be insured or sent special delivery.

Materials that would normally qualify as free matter may be sent through the mail, but the free-matter mailing privileges are dropped and the sender must pay the normal postage fees plus the additional charges for special delivery or insurance.

GENERAL POSTAL REGULATIONS AND RESTRICTIONS:

Mailing Braille Materials Overseas

When mailing braille overseas, is there a limit to the size of the packages that may be used?

Yes. There is a weight limitation of 15 pounds and the maximum and minimum dimensions are the same as for letter mail: the address side must measure at least 5-1/2 inches in length and 3-1/2 inches in width; the maximum length for a package is 24 inches, with the length, breath, and thickness totaling not more than 36 inches. When sent in the form of a roll, the maximum length is 36 inches plus twice the diameter, which may not exceed 42 inches.

How Much Should It Weigh?

Librarians wanted to know whether it was true that postmen are only required to pick up mail weighing 1 pound or less from blind and physically handicapped people.

Although some postmasters are more lenient than others, as a general rule, postmen are not required to pick up packages weighing more than 2 pounds. In some areas, postmen will refuse to pick up more than 1 pound of mail. If you are having problems in your area, calling your postmaster's attention to certain hardship cases may elicit a favorable response.

DBPH AND THE MAIL:

"Postage and Fees Paid" Labels

Several librarians expressed confusion concerning the use of the Library of Congress' "Postage and Fees Paid" mailing label. They asked whether they must discontinue using the label to send catalogs and informational brochures to public libraries.

The Library of Congress' "Postage and Fees Paid" label may not be used by the network to mail books, catalogs, or other material to readers. Regional libraries may use these labels solely to correspond with, or send material directly to the Library of Congress.

Lost Equipment

What should we do if shipments of talking-book machines are lost in the mail? Who should we contact?

In cases where machines are lost in transit from the manufacturer, the person to contact is Edward Lewis, DBPH. In cases where machines are missing enroute to readers, librarians should notify the appropriate local postal officials and Edward Lewis as soon as the loss is discovered.

APPENDIX I

VOLUNTEER RECORDING WORKSHOP

The Volunteer Recording Workshop was conducted largely on a question-and-answer basis. Discussion centered mainly on ways to create an effective volunteer program, selection of volunteers, and quality of recording equipment.

Participants were told that the most important step in creating a volunteer program was "to know in your mind what you want and expect from a volunteer program." If you do not know what you expect, you cannot expect the volunteer to know either.

Once you have defined your goals, you begin the task of locating and training your volunteers. It takes three people to put a recording together---a narrator, reviewer, and monitor---and the selection of quality people is very important. Volunteers must be no less capable than paid personnel. We expect the best from our volunteers, or their services cannot be used. What we are after are people who are proud to be a part of a group that is doing something worthwhile.

Participants asked if guidelines could be established for use in the auditioning and selection of narrators. They were told that the selection of a narrator is both an objective and subjective process. A narrator must be able to read a book conversationally and possess a voice that conveys a tone of believability. Beyond that, however, the interviewer must pretty much judge each case individually and decide for himself which applicants will make good narrators. What we are trying to do is trigger the imagination of our readers. When a narrator does that, we have accomplished our purpose.

Participants were also urged to begin their volunteer recording programs using the best equipment possible. "If you can afford it, don't take any short cuts," they were warned. "Remember, you don't have to be a professional to do the job right, just take pride in what you are doing."

APPENDIX II

RESPONSIBILITIES AND EXPECTATIONS WORKSHOP

Charles Gallozzi, assistant chief of the division, kicked off the workshop with some opening remarks in which he emphasized the mutual responsibility shared by both the network and the division for the success of the DBPH program. Key staff members from the division outlined the responsibilities and expectations of their respective sections, and participants were invited to ask questions.

Subjects discussed included publication of selected bibliographies, book quotas and magazines, budgeting, Surplus Lists and the redistribution of books, machine lending agency agreements, shipping and inventories, the music collection, acquisition of foreign language materials, and cassette and machine repairs.

The subject of book quotas and magazines generated lively discussion. Librarians were quick to point out that magazines were not being produced in sufficient quantity and that they often reached readers late. Staff members acknowledged the importance of timeliness and said that the division is trying to improve the situation. Budget restrictions, however, limit the quantity of magazines the division can produce. Everyone agreed with the importance of improving the book quota system. A system is needed by which libraries will be assigned quotas based on the level of popularity of books in their geographic areas. Automation will help accomplish this goal.

Participants also expressed strong interest in the general procedures used in the redistribution of excess materials and the compiling of Surplus Lists. DBPH explained that subregionals first take an inventory of all excess books on their shelves. This list is then sent to the regionals, and they in turn relay it to the division. After DBPH has selected the books that it needs, the network is advised of titles that are available. Libraries have 60 days to submit Want Lists. After requests on the Want Lists have been filled, DBPH goes over the Surplus List once more, and those books that cannot be used are sent for recycling.

Draft copies of the Machine Lending Agency Agreement were also distributed, and participants were advised that the entire network would be asked for input.

APPENDIX III

CASSETTE DUPLICATION WORKSHOP

The workshop was directed toward introducing participants to the language and principles of cassette duplication and demonstrating some of the equipment currently used in the duplication process.

Bland Angus got things rolling with a brief description of the type of work he does in the DBPH duplication unit and by discussing some of the features of the duplicating equipment. Questions raised were: What is duplication? What is the difference between a master and submaster? How can the network get more submasters?

Joseph Hollenkamp of Telex and William Clifford of the McCarthy Manufacturing Company provided additional information on duplicating equipment. Hollenkamp demonstrated the Telex 300 reel-to-cassette duplicator, the Telex 300 cassette-to-cassette duplicator, and the high-speed cassette copier. Questions were raised concerning cost versus format, and it was explained that the cost of producing a cassette is fairly constant regardless of the type of format selected.

APPENDIX IV

BRAILLE PRODUCERS MEETING

In his opening remarks, Richard Evensen, program analyst, DBPH, identified the purpose of the meeting as an opportunity to exchange ideas and information and to provide a forum for differences of opinion. Evensen expressed concern that the total library service does not stress braille, but said the division is attempting to make improvements in this situation and DBPH policy is in the process of being reformulated.

Martin Droege, manager, Clovernook Printing House for the Blind, spoke briefly on rising prices, costs, and shortages of materials. Ralph McCracken, editor, American Printing House for the Blind, also expressed concern over the problem of rising prices, but he cited the availability of materials, not costs, as the critical factor. According to McCracken, APH has only one paper supplier who will guarantee delivery.

The problem of costs and shortages of materials sparked lively discussion. Typical questions raised: What about help from consumer affairs groups? How can we use ingenuity to solve these problems? Are biggest costs in white paper? Can we recycle paper to help cut costs?

Harry Friedman, manager, Howe Press, discussed technological developments, present and future. Friedman stressed the importance of finding out what people really wanted. He also warned that we should not press the state of the art too rapidly. Research should continue, but we must first identify the practical problems that must be solved today. There was some discussion about computerized braille and triformation systems.

Programs for special groups were discussed, and the service provided by the Braille Book Bank was praised. Also mentioned were the National Braille Press (NBP) programs, NBP's trimodal system, and tactual materials.

APPENDIX V

PARTICIPANTS ATTENDING THE NATIONAL CONFERENCE OF LIBRARIANS FOR THE BLIND AND PHYSICALLY HANDICAPPED

ALABAMA

Janell Amy - Mobile
Ron Countryman - Birmingham
Dennie McCullough - Anniston
Crawford Pike - Talladega
Joyce Smith - Huntsville

ALASKA

Peggy J. Cummings - Juneau

ARIZONA

Arlene Bansal - Phoenix
Al Bruce - Phoenix
Maggie Nation - Flagstaff

ARKANSAS

Cleotta Mullen - Little Rock
Sandra Ruff - Little Rock

CALIFORNIA

Phyllis Cairns - Los Angeles
Daphne Kester - Davis
Gilda Perolman - San Francisco

COLORADO

James M. Schubert - Denver

CONNECTICUT

Eleanor Monckton - Hartford
Mary Tincovich - Hartford

DELAWARE

Billie Jean Ouellette - Dover

DISTRICT OF COLUMBIA

Bruce B. Blasch - Washington, D.C.
Adrienne Chute - Washington, D.C.
Ruth Mary Compton - Washington, D.C.
Margaret C. Hannigan - Washington, D.C.
Grace Lyons - Washington, D.C.
Barbara D. McGarry - Washington, D.C.
Houston Maples - Washington, D.C.
Kathleen R. Roedder - Washington, D.C.
Irvin P. Schloss - Washington, D.C.

FLORIDA

Andree Bailey - Tallahassee
Alan Freeman - Palmetto
Clare Heibel - West Palm Beach
Kathy Jackson - Daytona Beach
J. Brock McNally - Orlando
Stephen Prine - Daytona Beach

GEORGIA

R. Edward McCabe, Jr. - Columbus
Susan Payne - Atlanta
Carl Sandstedt - Atlanta
Rebecca M. Sherrill - Macon

HAWAII

Lydia Ranger - Honolulu

IDAHO

Katharine Wise - Boise

ILLINOIS

Robert F. Ensley - Springfield
Michael McCaslin - Geneva
Dorothea D. Newport - Peoria
Ellen Zabel - Chicago

INDIANA

Marian Collins - Indianapolis
Jeanne Cox - Fort Wayne

IOWA

Florence Grannis - Des Moines

KANSAS

Frank Carroll - Manhattan
Sherry Ann Hokanson - Topeka
Ruth Leek - Great Bend
Judy Roepka - Hutchinson
James Soester - Great Bend
Betty Spriggs - Wichita

KENTUCKY

Hazel V. Maffet - Louisville
Adam Ruschival - Frankfort
Dena Wilson - Frankfort

LOUISIANA

Blanca J. Lastrapes - Baton Rouge

MAINE

Cynthia Angelides - Augusta
Benita Davis - Bangor
Richard F. Gross - Lewiston
Shirley Helfrich - Portland

MARYLAND

Caryl Emens - Rockville
Stella M. Laeffler - Baltimore
Al Miller - Baltimore
James Murray - Baltimore

MASSACHUSETTS

Fritz Maiser - Worchester
Kevin Smith - Boston
Gisela M. Titman - Watertown

MICHIGAN

Beverly Daffern - Farmington
Sue Haskin - Lansing
Ruthe L. Marshall - Ann Arbor
Christina Perkins - Farmington
Scotty Tuttle - Wayne

MINNESOTA

Donna Mathias - St. Paul
Tom Rode - Faribault

MISSISSIPPI

Zelda Davis - Jackson

MISSOURI

Pennie D. Peterson - St. Louis

MONTANA

Richard C. Peel - Helena
Darleen Tiensvold - Helena

NEBRASKA

Nancy Noha - Lincoln
J. C. Smith - Lincoln
Ardenia Tupper - North Platte
Frances Warnsholz - Lincoln

NEVADA

Oscar W. Ford - Carson City

NEW HAMPSHIRE

Eileen Keim - Concord

NEW JERSEY

Adeline Franzel - Trenton
Marya Hunsicker - Trenton
John Leaming - Cranbury

NEW MEXICO

George Quintana - Santa Fe
Benjamin T. Wakashige - Santa Fe

NEW YORK

Roland Dickson - Albany
Marcia Goldberg - Huntington
Adamae Henderson - Albany
William Howle - New York
Else E. Kramer - New York
Alar Kruus - New York
Barbara Nugent - New York
Julia G. Russell - Garden City

NORTH CAROLINA

Marian Leith - Raleigh

OHIO

Donna M. Kemme - Cincinnati
Eunice Lovejoy - Columbus
Katherine Prescott - Cleveland
Elizabeth M. Willson - Columbus
Debby Zak - Cleveland

OKLAHOMA

Bill McIlvain - Oklahoma City

PENNSYLVANIA

Margaret Cheeseman - Harrisburg
Michael P. Coyle - Philadelphia
Ann K. Fitzmier - Pittsburgh
Marilee Foglesong - Philadelphia
Sue Murdock - Pittsburgh
Donald C. Potter - Pittsburgh
Sandra Viddy - Philadelphia

RHODE ISLAND

Karen Gagnon - Providence

SOUTH CAROLINA

Jim Johnson - Columbia

SOUTH DAKOTA

Janette C. Sharp - Pierre

TENNESSEE

Francis H. Ezell - Nashville
Olivia Young - Nashville

TEXAS

Donald Bailey - Austin
Marie Deckard - Austin
Robert G. Levy - Houston
Sara L. Nelson - Austin

UTAH

Gerald Buttars - Salt Lake City

VERMONT

Dorothy Allen - Montpelier

VIRGINIA

Constance R. Breu - Arlington
Betty Hinton - Burke
Shirley Newborg - Arlington
Jean Sawyer - Arlington
Dale S. Snair - Richmond
Wilma Stetson - Alexandria
Rob Temple - Lawrenceville
Mary L. Williams - Burke

WASHINGTON

Marcia Finseth - Seattle

WEST VIRGINIA

Max D. Carpenter - Romney
Mary McCullum - Morgantown
Hortengio Rapking - Charleston

WISCONSIN

Mary Leon Miller - Milwaukee

WYOMING

Bob Donovan - Cheyenne

CANADA

Ian Wees - Ottawa

PUERTO RICO

Sonia Diaz Latorre - Santurce
Reinaldo Rodriguez - Santana